



Unity Health Plans Insurance Corporation  
UW Health Network  
840 Carolina Street  
Sauk City, WI 53583  
(800) 362-3310 FAX (608) 643-2564  
www.unityhealth.com






Type of Plan .....	Health Maintenance Organization
Total Number of Members.....	80,928
Years of Operating Experience .....	20
Total Number of Primary Care Physicians (PCPs).....	250
Percentage of PCPs Accepting New Patients .....	77%
Percentage of Board Certified Specialty Care Physicians.....	92.6%
Number of Urgent Care Facilities .....	4
Number of Dentists.....	29
Percentage of Dentists Accepting New Patients .....	100%

#### ADDITIONAL INFORMATION

<b>Referral/Prior Authorization Requirements</b>	No written referral requests are needed when you seek care for medically necessary covered services from UW Health providers in Dane County. You must receive prior authorization from Unity to receive specialty care at Associated Physicians unless you have an Associated Physicians PCP. Referrals to non-plan providers must be prior authorized by Unity before services are received. Behavioral health appointments are facilitated by calling a centralized phone number, 1-800-683-2300. Covered benefits for chiropractic care, dental care (except TMJ/TMD), one annual routine eye exam, and routine OB/GYN care do not require a written referral request from your PCP, but you must use a participating network specialist.
<b>Medicare Claims Procedure</b>	Most Unity providers accept Medicare assignment. When using these providers, you do not need to submit anything to Unity. In those few cases when a provider does not accept assignment, we will notify you and the provider if a copy of your Explanation of Medicare Benefits (EOMB) is needed.
<b>On-Line Services</b>	<p>It is easy and convenient to find the information you need to fully understand your health insurance plan at <a href="http://www.unityhealth.com">www.unityhealth.com</a>. The home page offers several navigational options for you.</p> <ul style="list-style-type: none"><li>• If you are interested in finding a PCP, looking up a specialist or checking to see if a particular hospital is participating, the “provider look-up” icon is available directly from the home page. Be sure to select State or Local Employee.</li><li>• Information about preventive care, Unity’s asthma and diabetes programs, Fitness First, Health First, Wellness First, smoking cessation and other health topics can be found by clicking on the “HealthyU!” icon.</li><li>• A scrolling feature also provides important information about new programs, community events Unity is participating in, and many other topics of importance.</li></ul> <p>Click on the “member” icon for direct access to information you need to know as a Unity member.</p> <ul style="list-style-type: none"><li>• The member Guide, a “primer” on managed care, provides information you need to use all of the services of your health plan.</li><li>• In the Member Self Help section you can change your PCP, notify us of your address change, and request replacement or additional ID cards.</li><li>• Materials may also be requested.</li></ul>

## ADDITIONAL INFORMATION

	Select the “Plans and Services” icon and under State/Local Employee plan you will even find a link to the Wisconsin Department of Employee Trust Funds.
<b>Outpatient Mental Health Network/Policy</b>	Unity offers a service to assist you with your behavioral health care needs. The Behavioral Health Consultation System (BHCS) is a triage line staffed by experienced mental health clinicians. They will help you make an appointment and ensure that you see the correct type of behavioral health practitioner for your specific needs. You must call BHCS at 1-800-683-2300 or 608-282-8960 for prior authorization of all mental health assessments and treatment.
<b>24-Hour Nurse Line</b>	Not Available
<b>PCP Restrictions</b>	Each family member may select a different PCP within the UW Health Network. Changes to your PCP may be made by contacting Unity Health Insurance and your payroll office. When we receive your change request by the 20 <sup>th</sup> day of the month, it will be effective the first day of the following month.
<b>Dental Benefits If Provided</b>	All benefits are subject to a \$25 per Participant or \$75 family deductible per calendar year. Unity then pays 100% up to \$1000 per calendar year for preventive and specified restorative care. Orthodontic care is covered at 50% of the first \$3,000 in covered services for a lifetime maximum payment of \$1,500. All services must be received at a participating UW Health Network dentist. Call Unity Customer Service at 1-800-362-3310 for a complete list of benefits.
<b>Quality Improvement Initiatives</b>	<ul style="list-style-type: none"> <li>• Continue to maintain excellent customer service. We answer calls in less than 20 seconds, have less than a 2% abandoned call rate and pay 100% of non-investigated claims in 30 days or less with 99.5% or better financial accuracy.</li> <li>• Unity has developed and continues to develop Hispanic member materials to address cultural diversity.</li> <li>• Continue to provide current health management programs in dyslipidemia, preventive care, immunizations, breast and cervical cancer screening, smoking cessation, post-partum checkups, and influenza vaccines with post-partum motivational techniques being added this year.</li> <li>• Continue to offer current voluntary disease management programs in diabetes and asthma with initiation of new program in hypertension.</li> </ul>

Counties in Service Area	Hospitals in County	Major Providers in County*
Dane	 UW Hospital & Clinics  UW Children's Hospital  Meriter Hospital Stoughton Hospital	Associated Physicians and UW Health providers.

\* Please refer to the Unity-UW Health Provider Directory for a complete listing of participating providers. Visit our web site at [www.unityhealth.com](http://www.unityhealth.com) or call Unity Customer Service at 1-800-362-3310 to obtain information.